

Federal Supply Service

Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSAAAdvantage!®, a menu-driven database system. The INTERNET address GSAAAdvantage!® is: GSAAAdvantage.gov.

Schedule Title: **Management, Organization and Business Improvement Services (MOBIS)**

FSC Group: **874**

FSC Class: **R499**

Contract number: **GS-10F-0460R**

Contract period: **September 8, 2010 – September 7, 2015**

Contractor's Information:

**SAPIENCE DC PARTNERS (DBA Sapience Organizational Consulting)
13112 TWO FARM DR
SILVER SPRING, MD 20904-3418**

Matt Minahan, Partner

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Web: <http://www.sapienceoc.com>

Business size: **Small Business**

DUNS: **828 994 256**

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.



Sapience Organizational Consulting
... at the intersection of Strategy, Organization, Leadership and
Implementation

MOBIS Contract: GS-10F-0460R
DUNS #: 828 994 256

Sapience brings extensive experience, wisdom and innovation to developing and implementing extraordinary organizational strategies and solutions in a seamless partnership with our clients.

Our primary areas of service:

- ☐ Organizational Strategy
- ☐ Organizational Design
- ☐ Business Process Design
- ☐ LEAN/Six Sigma
- ☐ Leadership Development
- ☐ Change Leadership
- ☐ Implementation and Execution

Our internationally-renowned and experienced consultants and partners include:

- ☐ Matt Minahan, Managing Partner
- ☐ Chuck Phillips, Partner
- ☐ Wilts Alexander, Associate
- ☐ Barry Bateman, Associate

Our Contribution is our deep skill and experience in organizational strategy and design in working with some of the best known and respected organizations in the world.

Our propriety methodology sets us apart from other like firms. As key leaders of GE's work-out program, architects of IBM's accelerated change effort, and HP's strategy, P&G's technician system and change initiatives Sapience partners have been leaders in the field of organizational strategy and change.



Our Expertise lies in our ability to work as trusted advisors to senior management in solving tough organizational problems and capitalizing on opportunities that will enable effective strategic execution. As a “partner only” firm, the seasoned consultants that serve you bring in-depth line management and consulting experience.

Our federal clients include: The National Institutes of Health, US Departments of the Interior, Homeland Security, and Commerce, the Internal Revenue Service, US Government Printing Office, US Federal Courts Administrative Office, US Navy, Pension Benefit Guarantee Corporation, Environmental Protection Agency, Smithsonian Institution, and others.

Our private sector clients include: Google, Procter and Gamble, Microsoft, Cisco, Yahoo, Hewlett-Packard, Kimberly Clark, Stanford Research International, Aegion Health, Analog Devices, Fairview Health, Los Angeles Water and Power, CIGNA, McGraw-Hill, PriceWaterhouseCoopers, Rockwell Automation, IBM, GE, Johnson & Johnson, Ahold, AlliedSignal, Unilever, Unite-Here International Union, and the World Bank ... to name just a few.



Customer Information

1a	Awarded SIN:	SIN 874-1, Integrated Consulting Services SIN 874-4, Training Services: Instructor-Led Training, Web-Based Training and Education Course Development and Test Administration, Learning Management, Internships
1b	Lowest Priced Item	Administrative Assistant \$50.00
2	Maximum Order:	\$1 million
3	Minimum Order:	\$100
4	Scope of Delivery:	Worldwide
5	Point of Production:	Silver Spring, MD (Montgomery County)
6	Discounts:	Prices shown are net of discount.
7	Volume Discounts:	Additional 3% discount on contracts over \$50,000
8	Prompt Payment:	Net 30 Days
9a	Government Purchase Cards	Government Purchase Cards must be accepted at or below the micro-purchase threshold.
9b		Contract will accept the Government Commercial Credit Card above the micro-purchase threshold, with no additional discount extended to the government for its use.
10	Foreign Items:	None
11	Delivery Time:	
	a. Normal:	As agreed with Ordering activity
	b. Expedited	As agreed with Ordering activity
	c. Overnight & 2-day delivery	Contact Contractor for Availability
	d. Urgent Requirements	Contact Contractor for Availability
12	FOB:	Destination
13	Ordering Address:	Same as Contractor address
	Ordering procedures:	For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules)
14	Payment Address:	Same as Contractor address
15	Warranty:	Standard Commercial Warranty



- 16 Export packing charges, if applicable: N/A**
- 17 Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): N/A**
- 18 Terms and conditions of rental, maintenance, and repair (if applicable): N/A**
- 19 Terms and conditions of installation (if applicable). N/A**
- 20 Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable). N/A**
- 20a Terms and conditions for any other services (if applicable). 20% restocking fee for returns.**
- 21 List of service and distribution points (if applicable): N/A**
- 22 List of participating dealers (if applicable): N/A**
- 23 Preventive maintenance (if applicable): N/A**
- 24a Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): N/A**
- 24b Section 508 Compliance for EIT: N/A**
- 25 DUNS Number: 828994256**
- 26 CCR Registration: Yes (Cage: 59KZ5)**



Labor Categories

Our labor categories and rates for SIN 874-1 represent more than a 20% discount from our private sector rates. In addition, we offer an extra 3% discount on contracts over \$50,000.

Labor Category	Hourly Rate
Principal Consultant	\$311.00
Senior Consultant	\$200.00
Research Assistant	\$100.00
Administrative Assistant*	\$50.00

* Indicates SCA eligible category

SCA MATRIX		
SCA Eligible Contract Labor Category	SCA Equivalent Code - Title	WD Number
**Administrative Assistant	01020 Administrative Assistant	WD 05-2103 (Rev.-8)

** “The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCA Matrix. The prices offered are based on the preponderance of where work is performed and should the contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.”

Descriptions of Labor Categories:

Principal Consultant	
Client Responsibilities	
Overall	The principal consultant is responsible overall for the quality and effectiveness of all consulting engagements. Specific responsibilities in this area include:
Client Liaison	Determining the client's need with precision, regularly meeting to review progress and satisfaction with progress, and, evaluating results at the end of the project.
Strategic Planning	Assisting clients with approaches and methodologies to do assess their competitive performance, evaluate the risks and opportunities in their environment, and then developing goals and



	strategies for meeting them
Organization Design	Assuring that forms and structures and processes are aligned with each other and the organizational strategy to effectively meet the organization's goals
Organization Development	Aligning the human resources around the strategies and structures outlined in the organization design, including goal setting workshops, cross functional workshops, team building workshops, etc.
Large Event Design and Management	Coordinating the content, design, preparations, and logistics in advance of a large group meeting, facilitating the meeting itself, and then completing the follow –up work afterward
Senior Executive Coaching	Assuring that leaders are equipped to deal with the complex organizational and managerial issues that confront them on a daily basis.
Functional Responsibilities	
Overall	The principal consultant is responsible overall for the direction of the firm, including its business strategy, positioning, human assets, knowledge assets, methodologies, effectiveness and client satisfaction. Specific responsibilities include:
Strategic Planning	Establishing and maintaining MM & A's competitive position in the market place
Planning	Organizing SAPIENCE ORGANIZATIONAL CONSULTING's work and assets to meet the demand of client projects while still maintaining cutting edge knowledge and techniques for effectiveness
Project Management	Assuring that outcomes and performance measures are established in advance, that resources are properly allocated, that milestones are met or exceeded, and that interdependencies are managed.
Consultant Supervision	Assuring that the right associates are applied to the right projects, making sure there is a good "fit" for each project, and then through weekly updates and status reports, making sure that progress is according to plan.
Project Budgeting and Monitoring	Assuring that the project plan adequately anticipates project needs, that it is fully resourced, and that expense over time track against the original project plan and its amendments

Senior Consultant	
Duties/Responsibilities	<ul style="list-style-type: none">Assist the principal consultant in planning and designing projects and interventions



	<ul style="list-style-type: none">• Assist the principal consultant in managing the client relationship• Design data collection processes, including surveys and interviews• Aggregate and analyze collected data, preparing summaries and briefings• Design and conduct executive briefings• Facilitate the work of leadership and project teams• Coach team leaders for effective performance• Develop and present effective project plans for implementation•
Minimum Training Required	Skills in data collection, data analysis, data summary, data presentation and display, effective presentation, leading executive team briefings, advanced use of Microsoft Office tools, advanced use of web based communication tools, etc.
Minimum Education Required	<ul style="list-style-type: none">• Master's degree in relevant behavioral science (organization development, strategy, MBA, psychology, IO psych, etc) + 3 years of relevant experience; or• Bachelor's degree in business or psychology, + 7 years of relevant experience
Minimum Experience Required	See above
Certifications Required	<ul style="list-style-type: none">• Myers-Briggs Type Indicator• FIRO-B• DISC

Research Assistant	
Duties/Responsibilities	<ul style="list-style-type: none">• Aggregate and analyze collected data, preparing summaries and briefings• Conduct best practice studies and research via the web• Conduct document reviews and examine documents for relevant information• Synthesize and summarize data, looking for patterns and themes
Minimum Training Required	Skills in survey design, data collection, data analysis, data summary, data presentation and display, advanced



	use of Microsoft Office and statistical analysis tools, advanced use of web based communication tools, etc.
Minimum Education Required	<ul style="list-style-type: none">• Master's degree in relevant behavioral science (organization development, strategy, MBA, psychology, IO psych, etc) + 1 years of relevant experience; or
Minimum Experience Required	See above
Certifications Required	<ul style="list-style-type: none">• SPSS

Administrative Assistant	
Duties/Responsibilities	<ul style="list-style-type: none">• Managing the time reporting system• Managing accounts payable• Managing accounts receivable• Tracking and reporting expenses• Tracking and reporting project progress against plan• Document preparation and production• Fulfilling various reporting functions
Minimum Training Required	Skills in financial management, financial accounting, spreadsheet management, bookkeeping, use of accounting and expense software, etc.
Minimum Education Required	<ul style="list-style-type: none">• Bachelor's degree + 3 years of relevant experience
Minimum Experience Required	See above
Certifications Required	<ul style="list-style-type: none">• None



- ☐ Under SIN 874-4 -- **Training Services: Instructor-Led Training, Web-Based Training and Education Course Development and Test Administration, Learning Management, Internships** -- our rates for the federal government represent more than a 20% discount from our private sector rates. In addition, we offer an extra 3% discount on contracts over \$50,000.

Course Title	MOBIS Offer, First Delivery	MOBIS Offer, Repeat Deliveries	# of Days	Min # of Participants	Max # of Participants
Communications for Managing Performance	\$9,999 including IFF	\$7,657 including IFF	2	8	20
Consulting Skills for Internal Consultants	\$9,999 including IFF	\$7,657 including IFF	2	8	20
Win Win Strategies for Managing Staff and Performance	\$9,999 including IFF	\$7,657 including IFF	2	8	20

Sapience Course Title: Communications for Managing Performance

Description of the course: This is a highly interactive course, in which participants assess their existing knowledge levels and abilities in communicating about performance and coaching for employee development, and develop strategies for improving them. Through the use of interactive role plays, case studies, and instruments, participants discover their own preferences and ways to utilize them in their work.

Purpose of the course: Building on managers' existing skills and knowledge, and focusing on the most critical topics for managing staff effectively, the participants will:

- ☐ Know the institutional expectation of them in each content area;
- ☐ Apply best practices in using the Bank's formal tools;
- ☐ Become familiar with and apply other tools where appropriate;



- ☐ Be able to identify and access key resources, Bank expertise and assistance in solving staff management issues.

Day 1

- ☐ Conversation Management
- ☐ Recruitment
- ☐ Compensation
- ☐ Deliberate Conversations
- ☐ Career Development

Day 2

- ☐ Difficult Conversations
- ☐ Performance Management
- ☐ Ending Employment
- ☐ Conflict
- ☐ Health & Stress

Sapience Course Title: Consulting Skills for Internal Consultants

Description of the course: This is a highly interactive course, in which participants assess their existing knowledge levels and abilities, and develop strategies for improving them. Through the use of interactive role plays, case studies, and instruments, participants discover their own preferences and ways to utilize them in their work.

Purpose of the course: To strengthen the capacity of internal consultants in the areas of:

- ☐ listening for and responding to the client's business need
- ☐ using empathy skills to build rapport
- ☐ contracting and entry into the system
- ☐ knowing what to market, and when
- ☐ how to manage your own anxieties, and your client's, too; and
- ☐ applying these skills to your work

Day 1: Relationship Management

- ☐ preparing for a conversation
- ☐ how do we "know?"
- ☐ deep listening skills



- ☐ feedback skills
- ☐ empathy/rapport building skills
- ☐ managing a conversation

Day 2: Consulting Projects

- ☐ stages in a consulting project
- ☐ multiple perspectives
- ☐ conflict styles
- ☐ “the business need”
- ☐ confidentiality
- ☐ proprietary materials
- ☐ roles on engagement teams
- ☐ dynamics balance and equity in the contract
- ☐ elements of a good contract
- ☐ navigating the contracting meeting
- ☐ core skills of engagement
- ☐ risks we fear
- ☐ being taken seriously, even as a young consultant

Sapience Course Title: Win Win Strategies for Managing Staff and Performance

Description of the course: This is a highly interactive course, in which participants assess their existing knowledge levels and abilities in evaluating performance, appropriate tools for motivating staff, communicating about performance, coaching for employee development, and developing strategies for improving them. Through the use of interactive role plays, case studies, and instruments, participants discover their own preferences and ways to utilize them in their work.

Purpose of the course: Building on managers' existing skills and knowledge, and focusing on the most critical topics for managing staff effectively, the participants will:

- ☐ Understand their own communication strengths and weaknesses
- ☐ Develop experience and practice in communication performance expectations effectively
- ☐ Understand the theory of motivation and currency, and how to apply it in work setting
- ☐ Understand and apply a contingency theory (Situational Leadership) in a managerial context



Day 1

- ☐ What is performance, and why does it matter
- ☐ How do you recognize good performance, and what to do about it
- ☐ Creating the right environment for good performance
- ☐ Effective performance feedback

Day 2

- ☐ How to hold difficult conversations
- ☐ Managing for performance when it's not easy
- ☐ Dealing with conflict in the relationship
- ☐ Career development
- ☐ Ending employment



Sapience Organizational Consulting, specializing in:

- ☐ organization transformation
- ☐ organizational strategy, including strategy development and change
- ☐ organizational design, including organizational structure
- ☐ business process, including LEAN/Six Sigma
- ☐ change leadership and change management, including Work Out, high performance teams, and change acceleration
- ☐ culture change
- ☐ leadership development, including executive coaching
- ☐ decision accelerator, or DA
- ☐ strategic change accelerator, or SCA
- ☐ socio technical systems, or STS